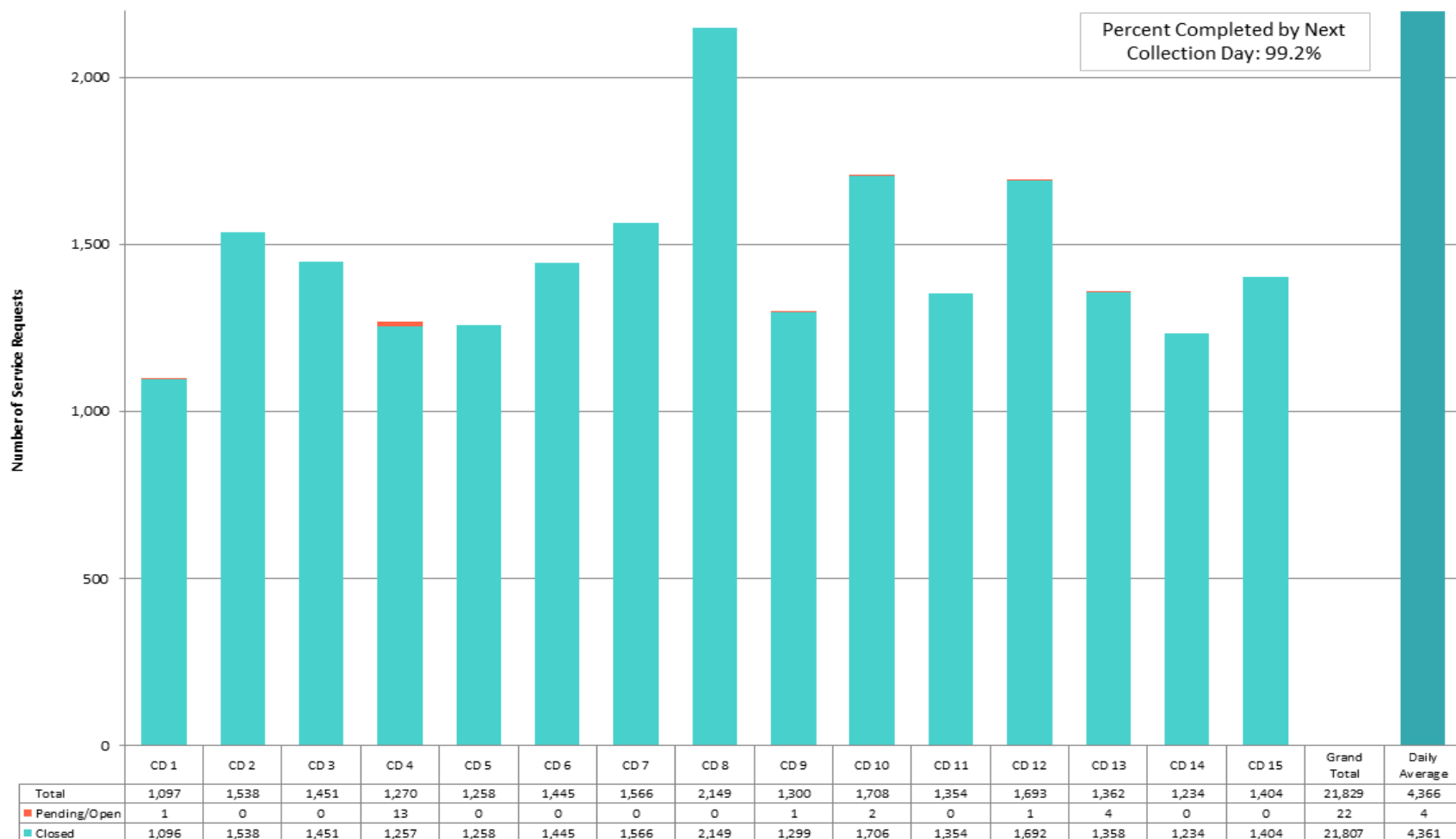
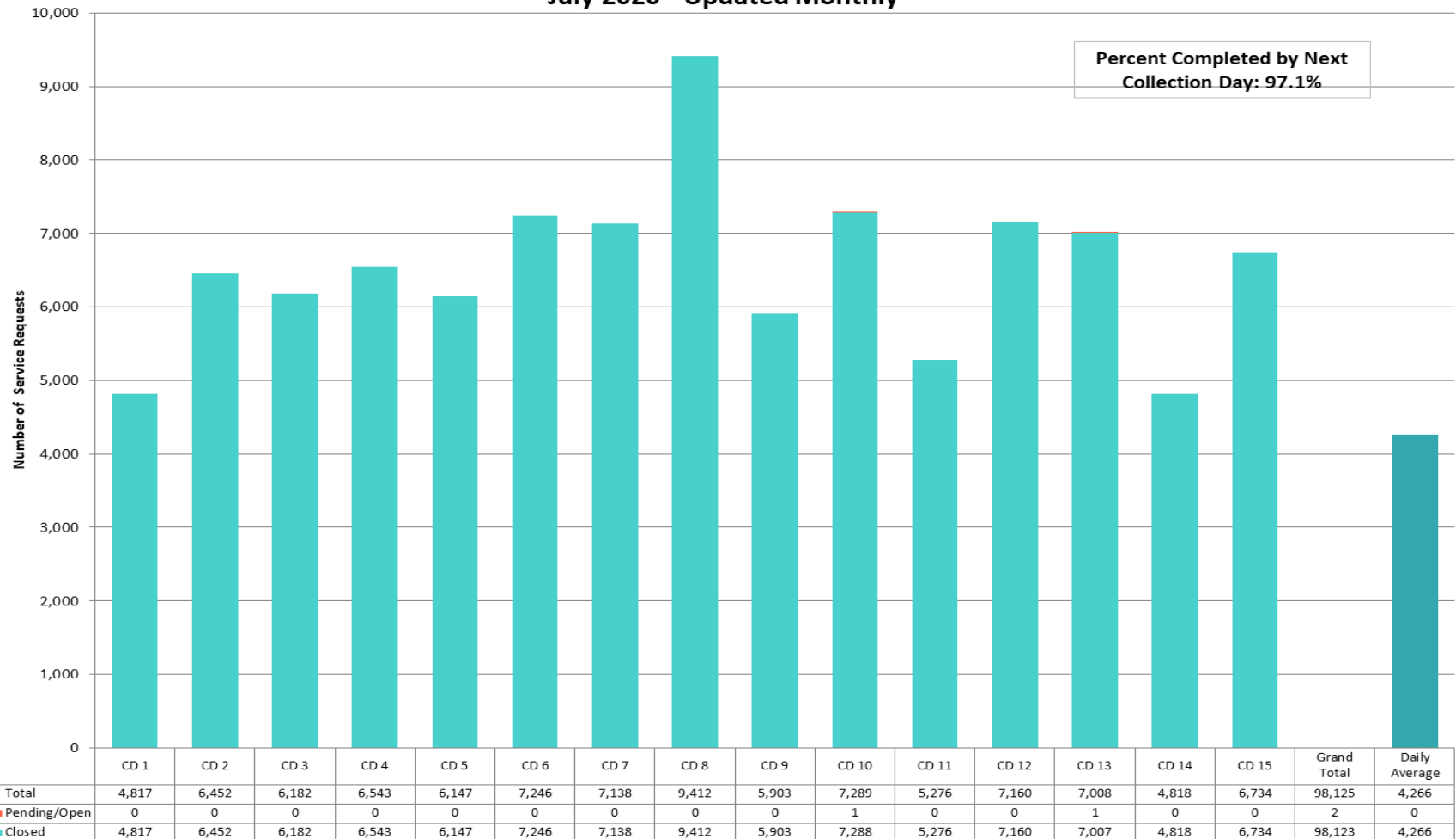


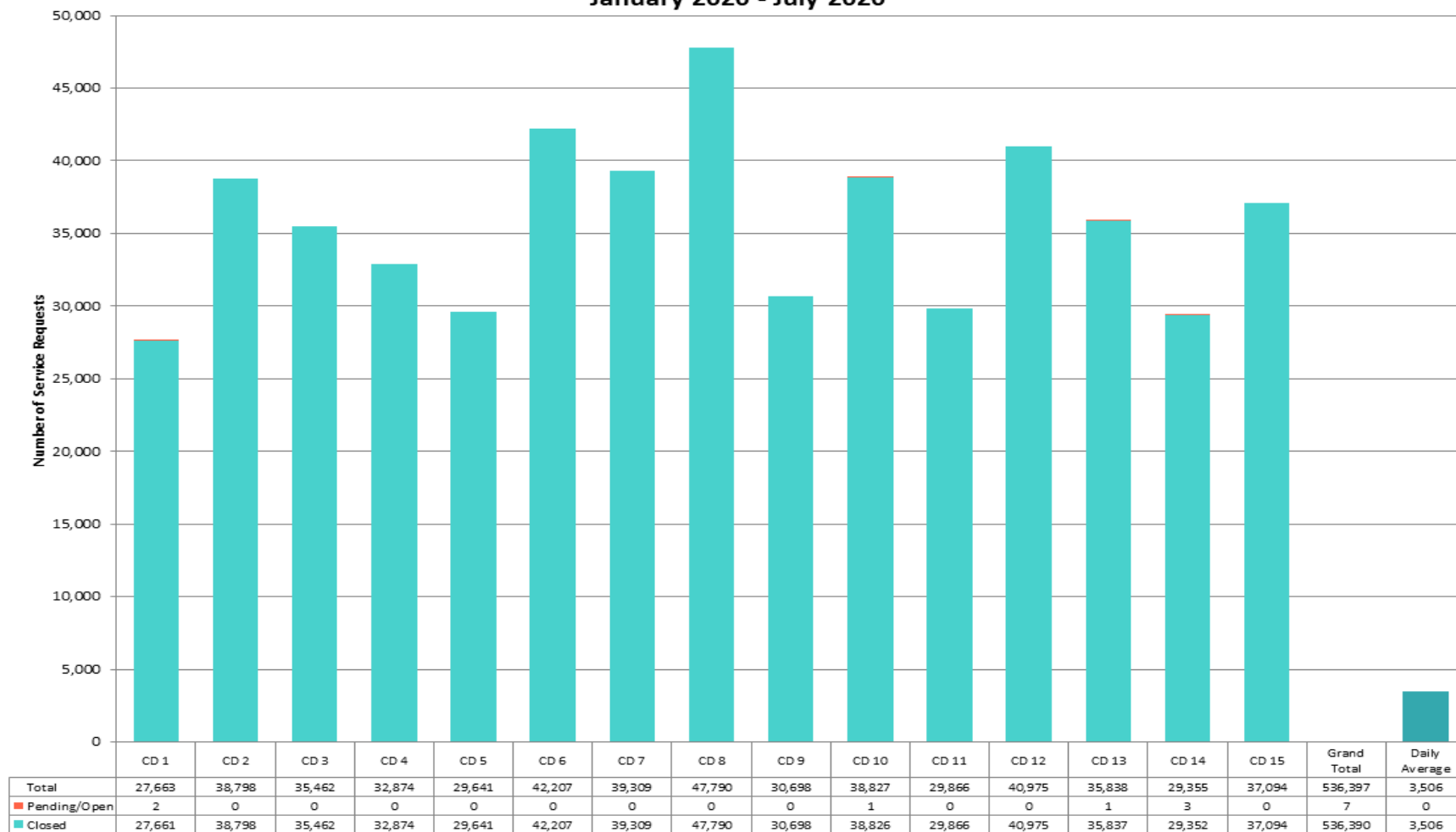
Weekly Snapshot August 09, 2020 - August 15, 2020: Bulky Item Collection Service Requests by Council District



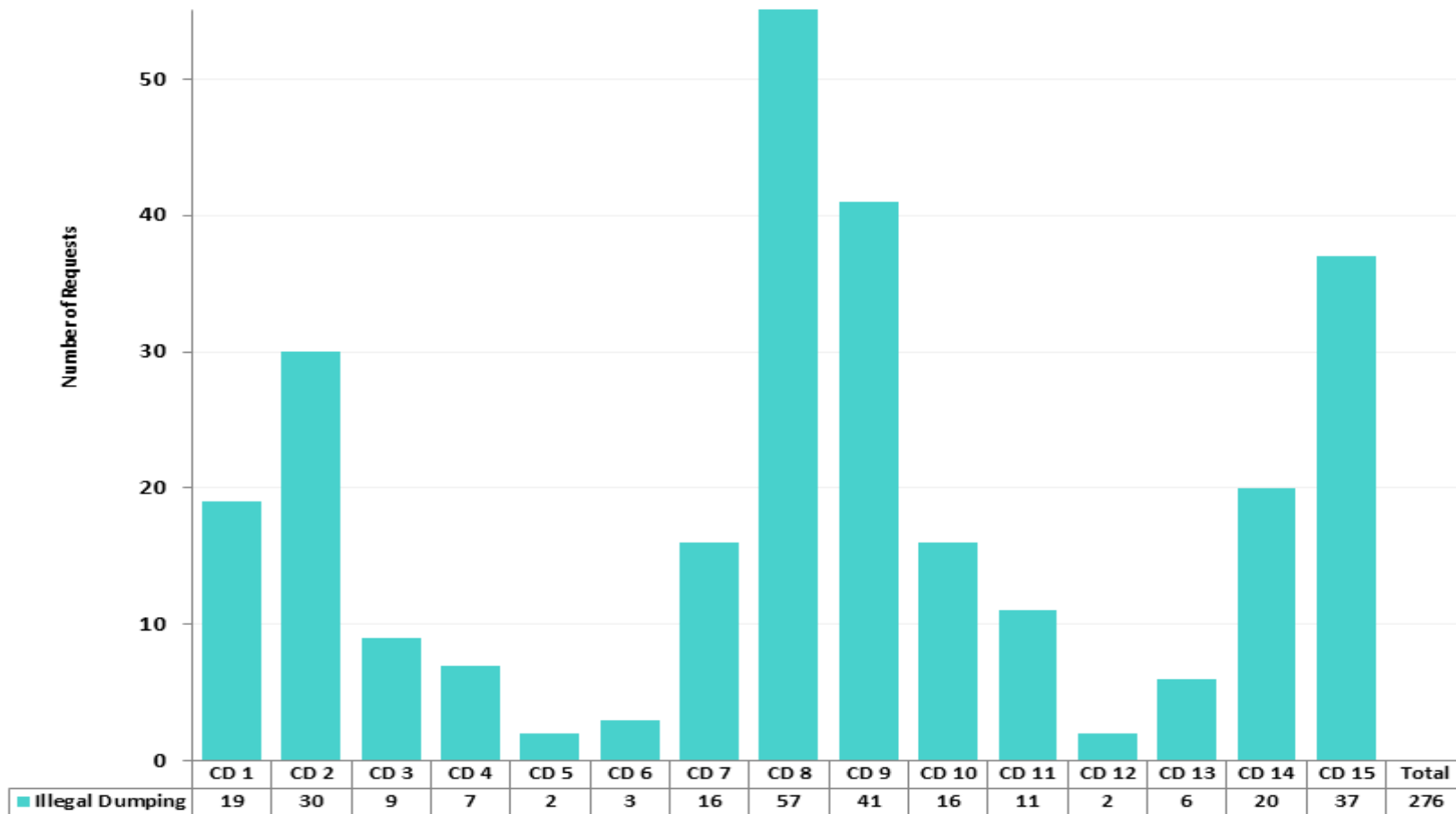
Bulky Item Collection Service Requests by Council District July 2020 - Updated Monthly



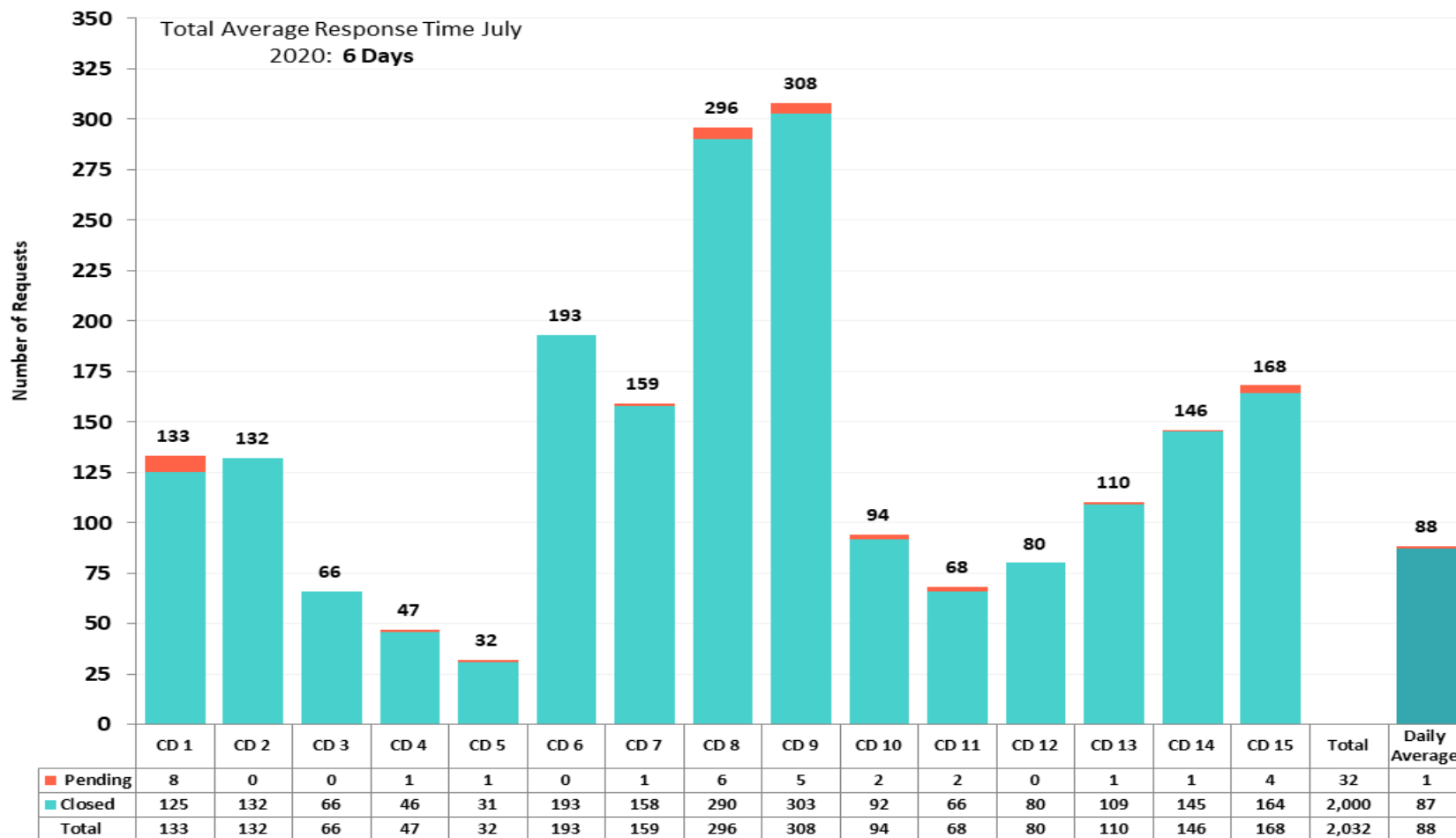
Bulky Item Collection Service Requests by Council District January 2020 - July 2020



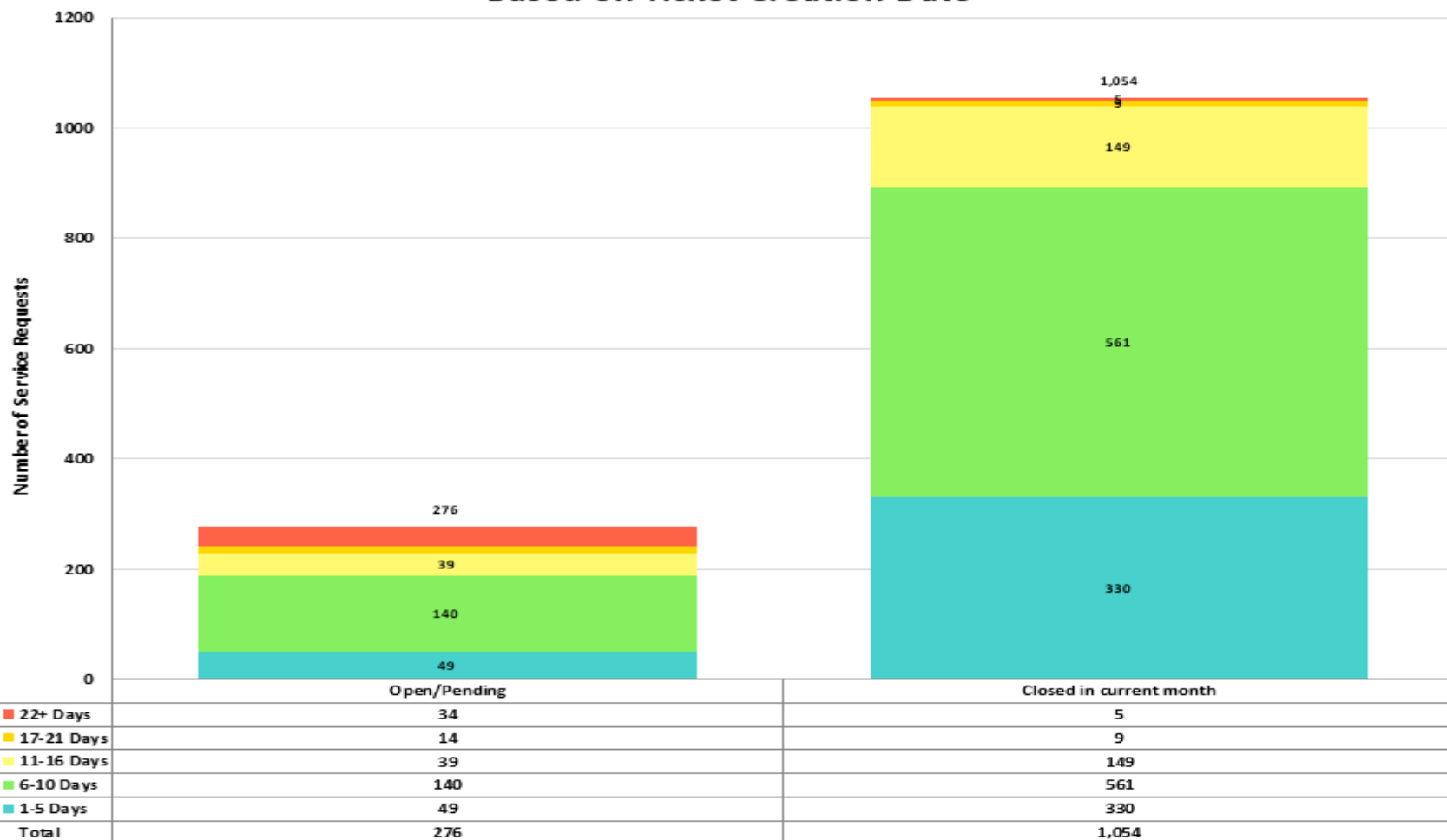
Weekly Snapshot 08/14/20: August CARE Open/Pending Illegal Dumping Service Requests by Council District



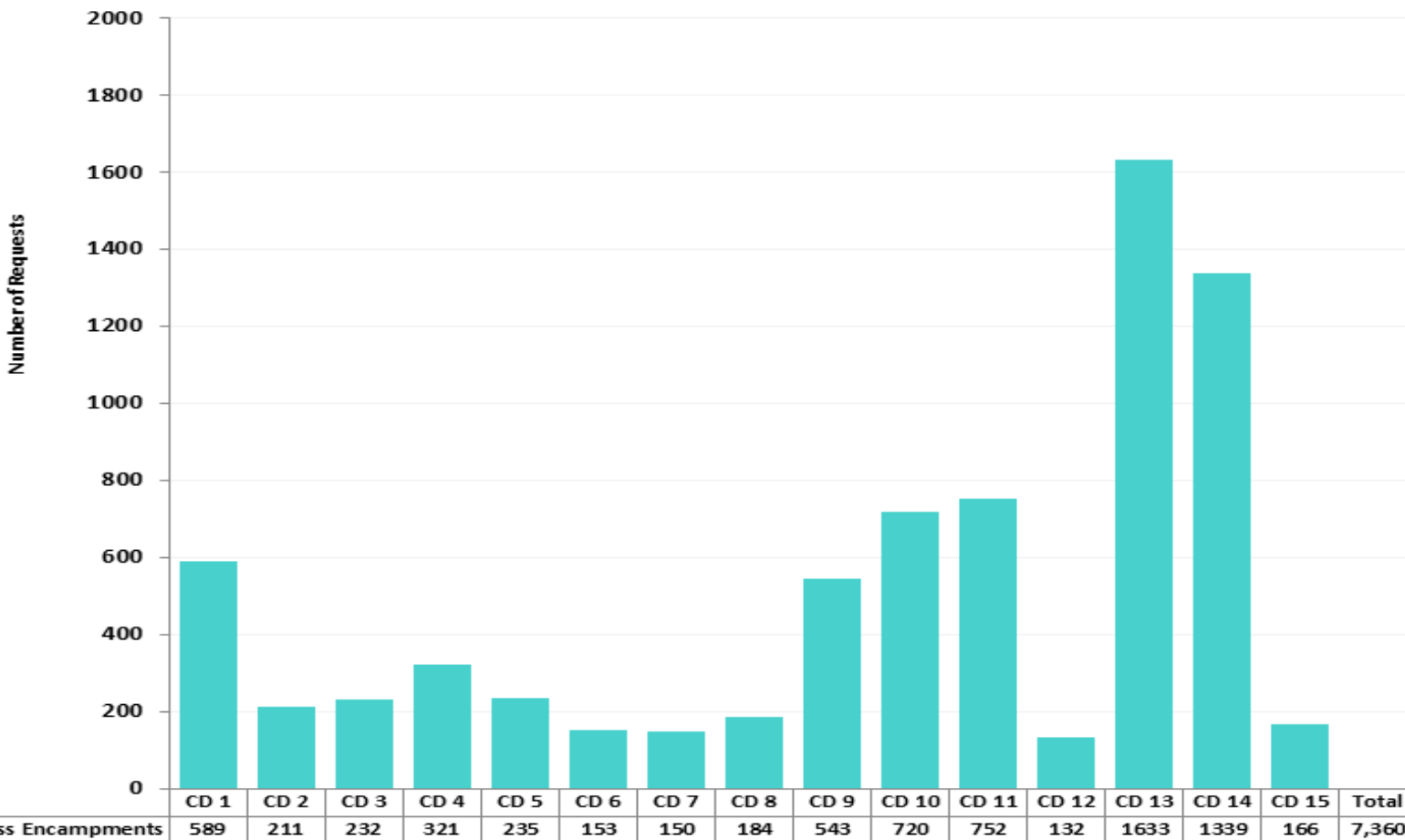
MYLA311: CARE Illegal Dumping Service Requests by Council District July 2020



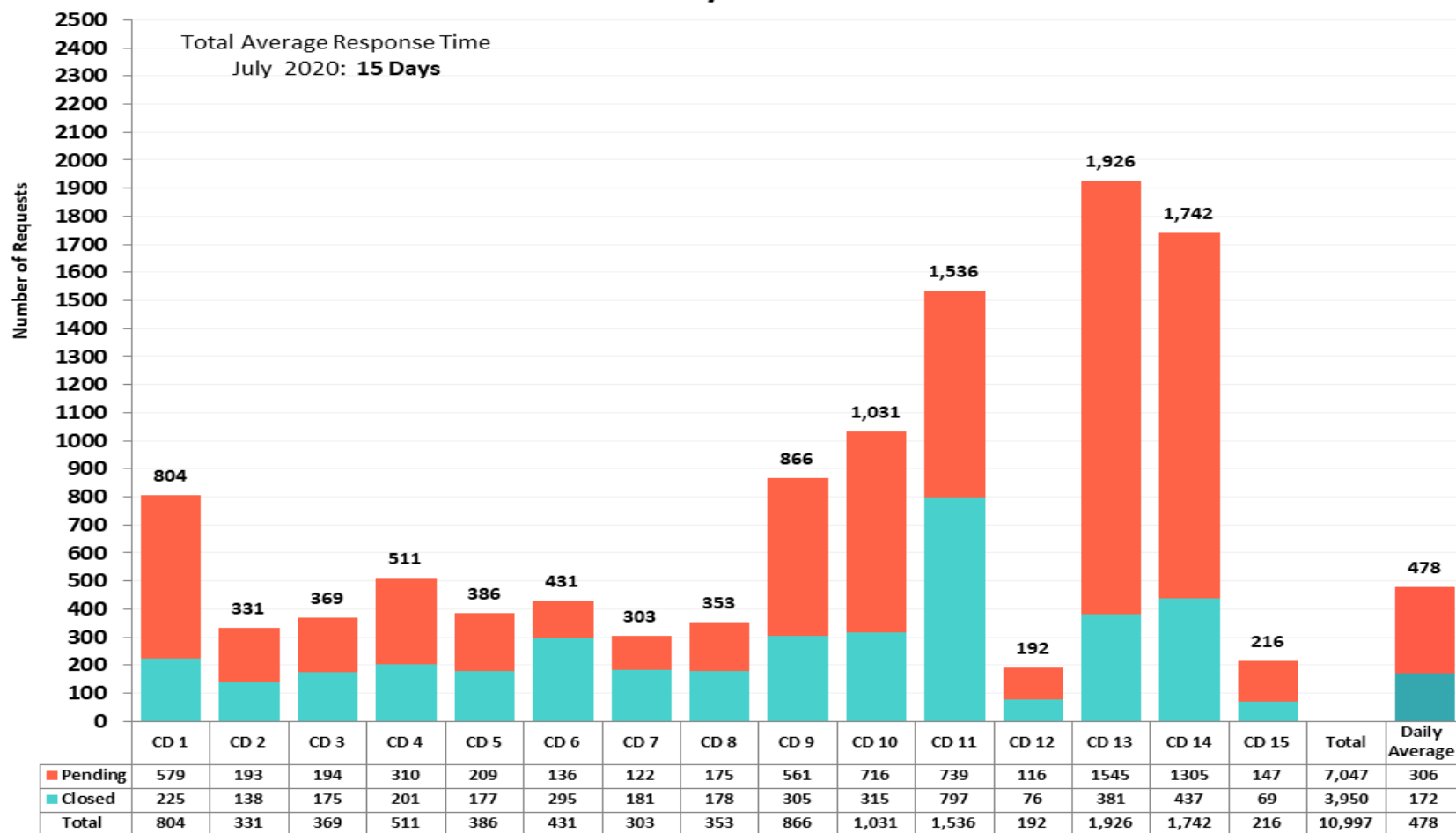
Weekly Snapshot 08/14/20: August CARE Illegal Dumping Service Request Ages Based on Ticket Creation Date



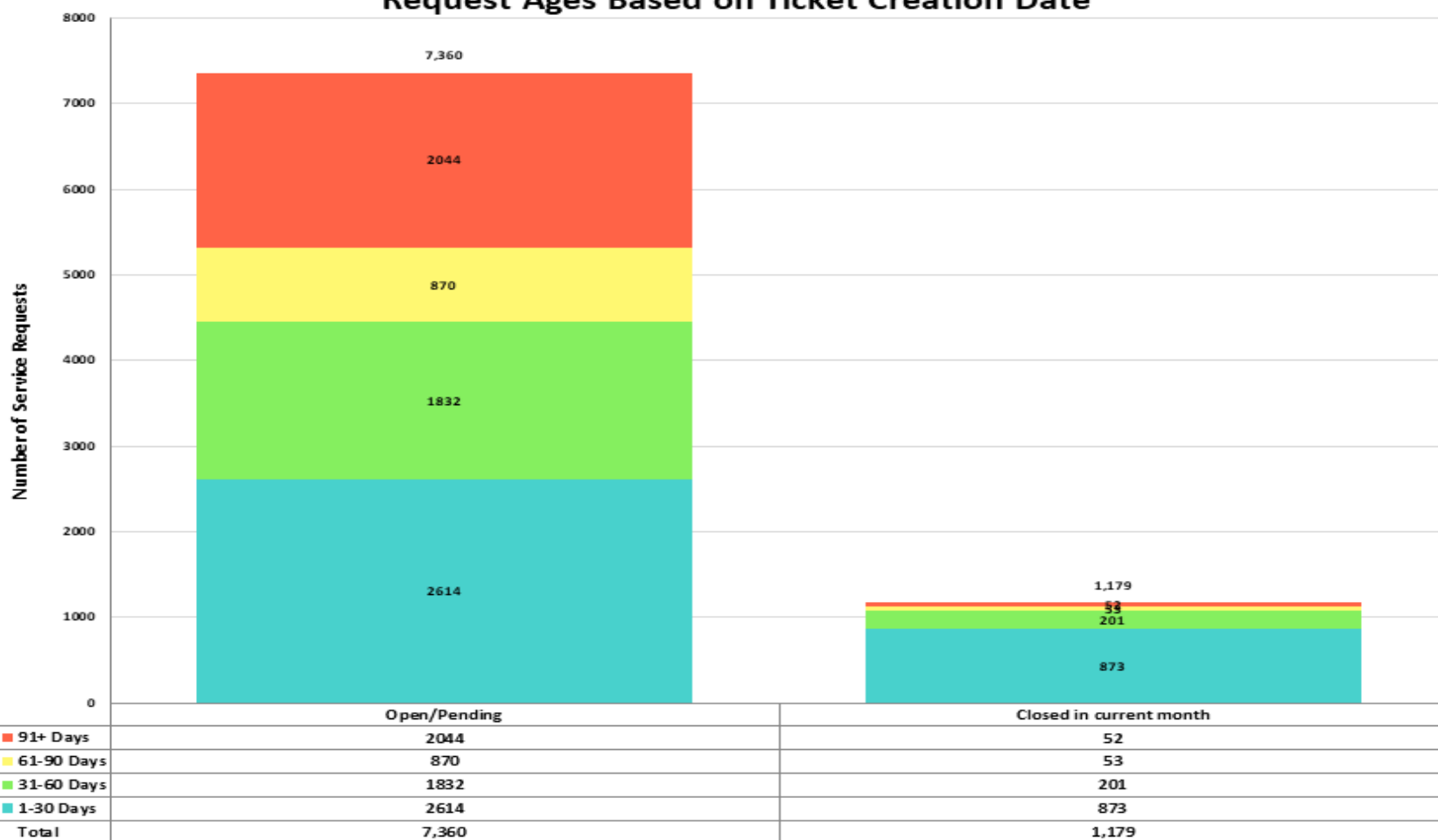
Weekly Snapshot 08/14/20: August CARE Open/Pending Homeless Encampment Service Requests by Council District

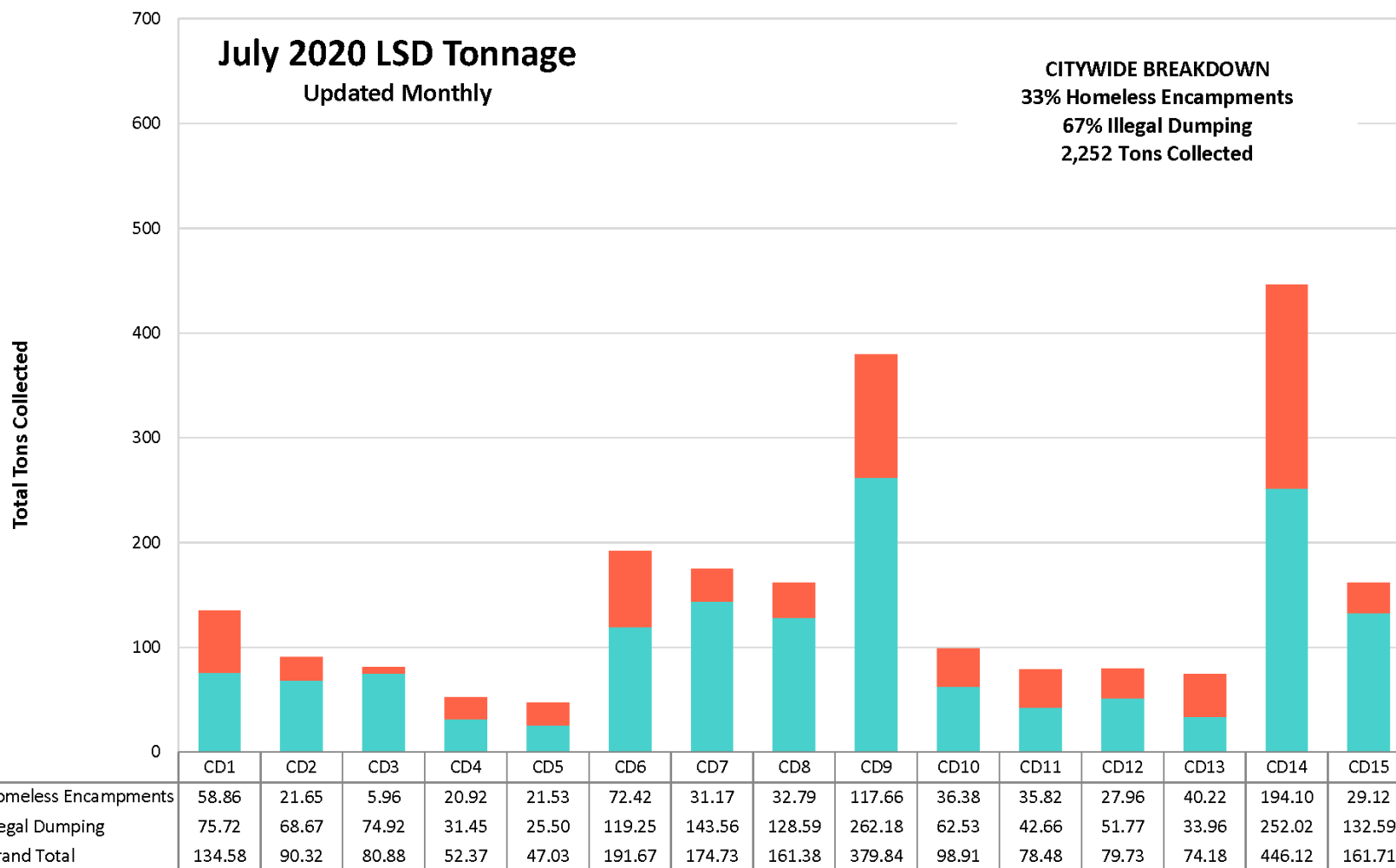


MYLA311: CARE Homeless Encampment Service Request by Council District July 2020

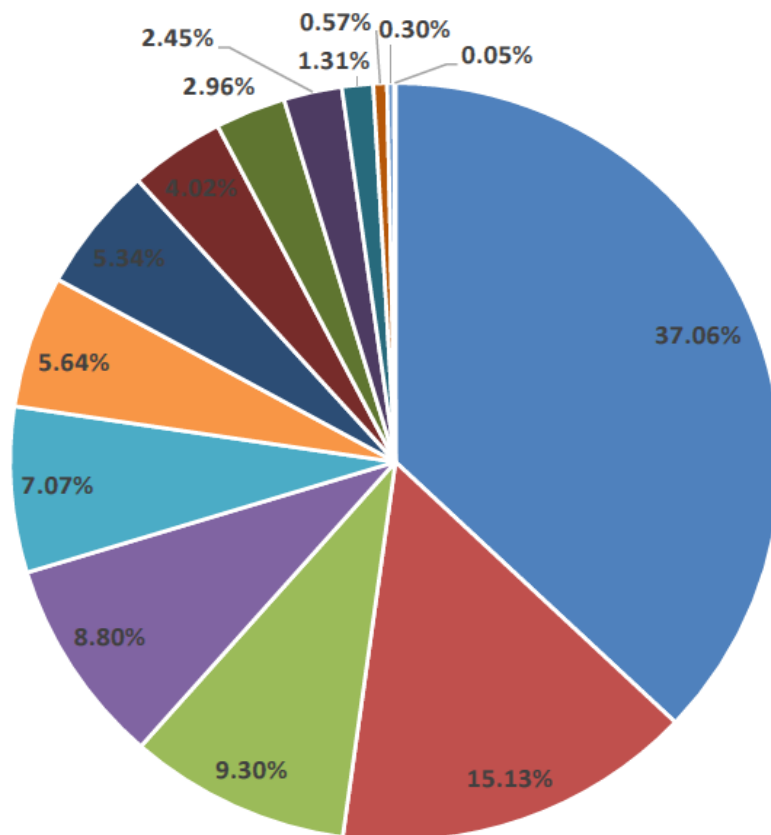


Weekly Snapshot 08/14/20: August CARE Homeless Encampment Service Request Ages Based on Ticket Creation Date





Types of All LASAN Service Requests for August 12-19, 2020

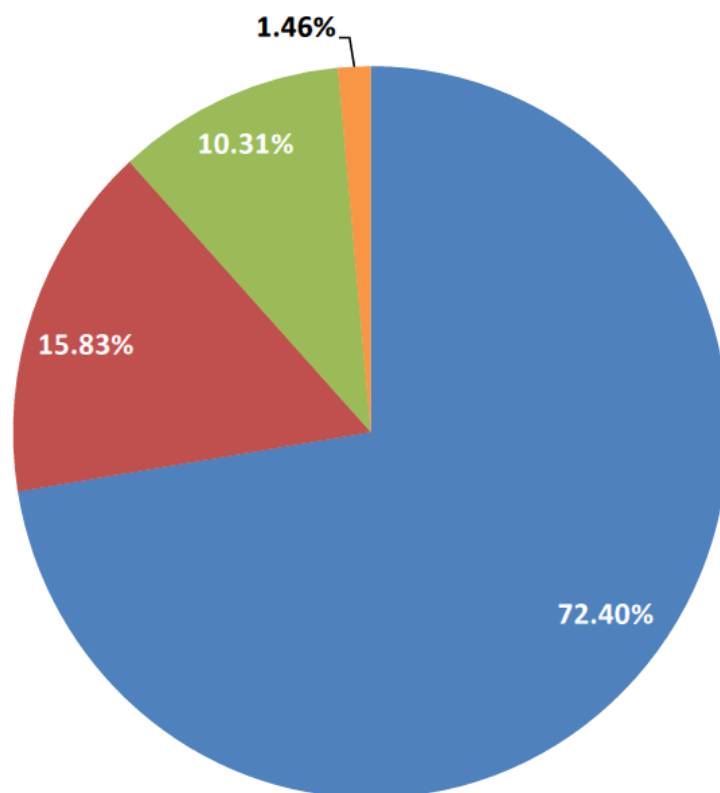


Total Service Requests : 47,317

- Bulky Items-City 17,535 (37.06%)
- Containers 7,160 (15.13%)
- Information Only 4,399 (9.30%)
- SNC-RecycLA 4,163 (8.80%)
- Metal/Household Appliances 3,346 (7.07%)
- Illegal Dumping Pickup 2,671 (5.64%)
- SNC-City 2,529 (5.34%)
- Other LASAN SRs 1,900 (4.02%)
- CARE tickets 1,402 (2.96%)
- Electronic Waste 1,157 (2.45%)
- SR Billing 619 (1.31%)
- RecycLA 271 (0.57%)
- Non-LASAN SRs 143 (0.30%)
- Bulky Items-RecycLA 22 (0.05%)

Source: MyLA 311

Sources of All LASAN Service Requests for August 12-19, 2020



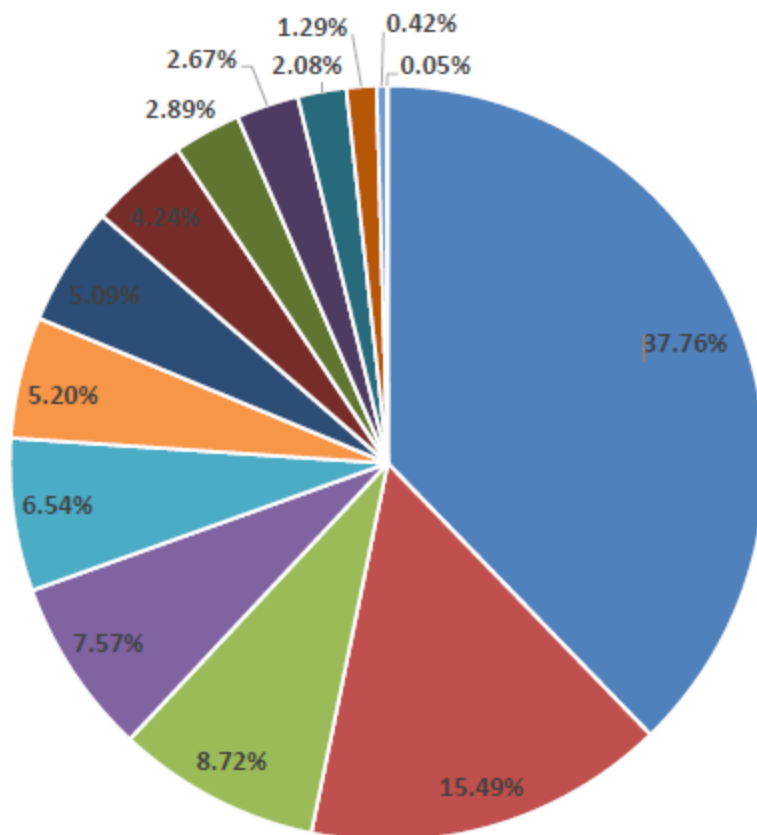
Total Service Requests: 47,317

- Call 34,257 (72.40%)
- Mobile App 7,489 (15.83%)
- Website 4,878 (10.31%)
- Other 693 (1.46%)

Source: MyLA 311, Amazon Connect

* Customer Care Center Average Wait Time: 8 minutes

Types of All LASAN Service Requests for July 2020

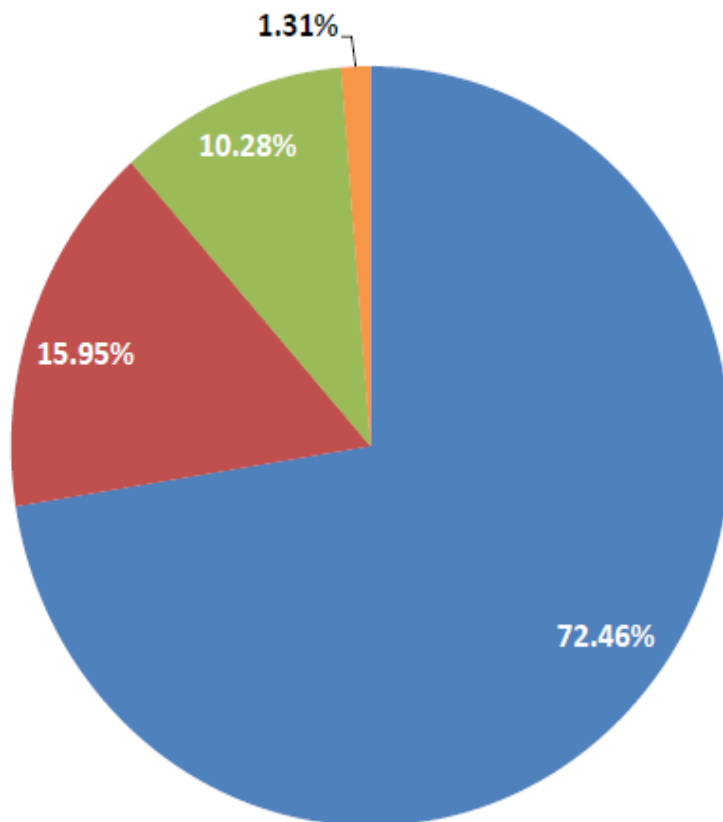


Total Service Requests : 181,913

- Bulky Items-City 68,689 (37.76%)
- Containers 28,180 (15.49%)
- Information Only 15,856 (8.72%)
- Metal/Household Appliances 13,767 (7.57%)
- SNC-RecycLA 11,891 (6.54%)
- SNC-City 9,461 (5.20%)
- Illegal Dumping Pickup 9,265 (5.09%)
- CARE tickets 7,715 (4.24%)
- Other LASAN SRs 5,252 (2.89%)
- Electronic Waste 4,865 (2.67%)
- RecycLA 3,780 (2.08%)
- SR Billing 2,339 (1.29%)
- Non-LASAN SRs 764 (0.42%)
- Bulky Items-RecycLA 89 (0.05%)

Source: MyLA 311

Sources of All LASAN Service Requests for July 2020



Total Service Requests: 181,913

■ Call 131,815 (72.46%)

■ Mobile App 29,022 (15.95%)

■ Website 18,693 (10.28%)

■ Other 2,383 (1.31%)

Source: MyLA 311, Amazon Connect

* Customer Care Center Average Wait Time: 9 minutes